



FAIRFAX COUNTY WATER AUTHORITY
8570 Executive Park Avenue
Fairfax, Virginia 22031-2218
www.fairfaxwater.org

OFFICE OF PROCUREMENT
Elizabeth B. Dooley, CPPO, CPPB
Procurement Manager

Notice of Award

VIA (email)

April 7, 2023

Mr. Steven Pollema, Senior VP
TTEC Government Solutions, LLC
9197 South Peoria Street
Englewood, CO 80112

RE: *RFP 22-041 – Customer Service Modernization – Contact Center*

Dear Mr. Pollema:

Fairfax Water (FW) has determined TTEC Government Solutions, LLC., as the best overall value in response to RFP 22-041 – for the Customer Service Modernization Contact Center using the Genesys Platform. Fairfax Water Board has authorized the contract award.

The contract term shall commence on April 24, 2023, through December 31, 2025.

If you have any questions, please feel free to contact me at 703-289-6261 or by email at edooley@fairfaxwater.org.

Regards,

A handwritten signature in blue ink that reads "Elizabeth B. Dooley". The signature is fluid and cursive.

Elizabeth B. Dooley, CPPO, CPPB
Procurement Manager